

## Important points from RTA Unified Training Contract for obtaining driving license

Article 1: Obligations of the Driving Institute/ Center	Article 2: Obligations of the TRAINEE
<ol style="list-style-type: none"> <li>1. Start the theoretical training for the trainee with a maximum of five (5) working days from the date of issuance of the driving learning permit unless the trainee wishes to delay the appointment at his/her own request.</li> <li>2. Start the practical training for the trainee after completing the theoretical training lectures and succeeding in knowledge test, within (14) working days, unless the trainee has special requirements as stipulated in the Clause No. 4 of the trainee's obligations contained herein.</li> <li>3. Adhere to the theoretical and practical training curricula/ program, the qualification procedures approved by the RTA, and the number of training hours referred to in the introduction above as a minimum.</li> <li>4. Provide transportation service for the trainee during the training in consideration of the fees agreed upon between the two parties in the event that the trainee wishes to benefit from this service according to the routes, timings and conditions set by the Driving Institute/Center.</li> <li>5. Provide female trainers for the female trainees. In the event that the female trainee desires to be trained by a male trainer, she must obtain a (NOC) (if she is less than 21 years of age) in accordance with the procedures approved by the RTA in this regard.</li> <li>6. Specify the lectures option (electronic lecture or a regular lecture), the gender of the trainer, the language of training and knowledge test (upon reservation of the appointment) as requested by the trainee.</li> <li>7. DO NOT conduct the assessment test within the time allocated for the practical training hours.</li> <li>8. Provide the trainee with an electronic copy of the agreed training course fees according to the list of fees approved by the RTA, including training fees, Driving Institute/Center -specific services, and RTA service fees.</li> <li>9. Notify the trainee, in case there's a need, to change the date of training, test, or trainer, 48 hours prior to the date specified as a minimum period, by e-mail, text message, or phone call.</li> <li>10. In the event, the trainee wishes to transfer the file of learning to drive from one facility to another within the Emirate of Dubai, he/she shall continue training from where he/she ended in the first Driving Institute/Center unless he/she has crossed his/her last training period in the first facility and his/her file is frozen for two Gregorian calendar years, and in this case he/she is obliged to attend the full training course.</li> <li>11. Ensure that the training and examination data of the trainee is updated in the RTA's systems in case the latter wishes to transfer his/her file to another institute or emirate, with a commitment to fulfill all requirements for issuing a clearance to transfer the file within 24 hours.</li> <li>12. In the event, the trainee chooses to issue his/her driving license from the Driving Institute/Center, the latter shall deliver the driver's license to the trainee upon passing in the road test supervised by the RTA unless the trainee has any financial obligations to the Driving Institute/Center.</li> <li>13. Commitment NOT TO PRINT papers to obtain transaction documents or financial receipts in line with Dubai's strategy for paperless transactions, and to provide the trainee with electronic copies of them (soft copies), whether on his/her e-mail or phone number registered with the Driving Institute/Center. The Driving Institute/Center shall not be responsible for any cash amount paid by the trainee without a certified receipt.</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide all the correct documents and papers required to open a training file and complete all requirements in accordance with the legislation and procedures approved by the RTA to obtain a driver's license.</li> <li>2. Without prejudice to any of aforementioned obligations of the Driving Institute/Center towards the trainee, the trainee shall be obligated to pay no more than the value of (2) hours of practical training that he did not receive, if he wishes to transfer his training file to another Driving Institute/Center or for the reason of transferring the residence to another emirate or to freeze the file. In the event, he has completed all the prescribed training hours, the facility shall not claim any fees.</li> <li>3. In the event, the trainee wishes to transfer his/her file to another Driving Institute/Center and he/she has booked an appointment for a knowledge test, a yard test, or a road test, he/she is obligated to complete the aforementioned test before transferring his/her file, regardless of the test result.</li> <li>4. Commit to the waiting list of the Driving Institute/Center to start the practical training in the event that the trainee has special requirements such as a specific time or trainer for training, or he/she has no objection to waiting according to the Driving Institute/Center's schedule. Consequently, the facility shall cease to adhere to the deadline set to start practical training.</li> <li>5. In the event of a desire to stop training, change the date of the knowledge test, the yard test, or the road test for any reason, the trainee is obligated to notify the Driving Institute/Center by e-mail, text message, or phone call, at least 48 hours prior to the date of stopping, and change the test date through the RTA service channels.</li> <li>6. Bring a valid e-learning permit, the original ID card during the practical training, and make sure that a NOC is issued to the female trainee for training with a male trainer at every training hour to avoid canceling the training.</li> <li>7. Attend all lectures and practical training hours in full according to the schedule and times specified in agreement with the Driving Institute/Center. In the event of absence from any training hour or any part of it that exceeds (15) minutes, it shall be obligatory to attend an alternate hour (s) after paying its fees in addition to the fees for the training hour / hours that he/she is absent from, and allow the completion of the training hour that he/she was late in. Winding up the training hour before the end of its scheduled time shall be considered absence from training, even if it is at the request of the trainee.</li> <li>8. Wait to set a new date to start training according to the waiting list set by the Driving Institute/Center in the event that training is stopped by the trainee due to special circumstances, and this may result in the possibility of resuming the training with another trainer.</li> <li>9. Wear decent clothes during training and test, take care of the general appearance, and DO NOT wear sunglasses while being examined for the smart yard test. Otherwise, it may result in preventing the training or test, with the trainee bearing the responsibility for that from paying the fees for the alternative training or test service.</li> <li>10. Achieve the minimum training requirements for each stage of the training curricula/program, according to the discretion of the Driving Institute/Center trainer, before moving on to the next stage. The trainee may be subject to a review of the previous training lessons in the event that the trainer finds him/her inefficient in meeting the requirements of the previous stage.</li> <li>11. Bring safety equipment for training on motorcycles and mechanical equipment during the training, yard test and road test.</li> </ol>

<p>14. Comply with the precautionary procedures and measures issued by the competent authorities in the events of various crises and emergencies.</p>	<p>12. The trainee is obligated to appear for the test at least half an hour prior to the predetermined time. In the event that he/she is late for this deadline, the trainee will be considered <b>FAILED</b> and he/she shall pay the prescribed fees to set a new test date.</p> <p>13. DO NOT bring any kind of electronic devices, including smart watches, communication systems, or documents that would assist in solving the test questions to the knowledge examination room, adhere to keeping it in the places designated for it at the hall observer, and if the trainee is caught, using any of these Devices during test, he/she shall be prevented from completing the test and his/her file be referred to the RTA's investigation committee to take appropriate action.</p> <p>14. DO NOT move from one place to another during the knowledge test and DO NOT enter into side discussions with the other examinees in the hall for any reason, with the exception of the observer of the examination hall if necessary, such as a technical error or the like.</p>
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#### General Provisions

<p>1. A driving learning file is created for the trainee that includes a driving learning permit with a validity of three months and is renewable according to the systems and procedures approved by the RTA. In the event, no formal test transaction is completed by the RTA or the learning permit is renewed within 6 months, the driving learning file shall be frozen and the prescribed fees shall be paid if the file is to be reactivated with the renewal of the driving learning permit.</p> <p>2. In the event of failure in the road test supervised by the RTA, the trainee shall be subjected to four additional practical training hours, before applying for another practical test. This requirement applies to the trainee who has completed all training requirements and his file has been frozen for a period not exceeding two calendar years.</p> <p>3. It is strictly forbidden for the trainee to present gifts in-kind, cash or services to any of the staff of the Driving Institute/Center or the RTA staff.</p> <p>4. If the trainee was caught red-handed, or another person impersonated him in any of the tests prescribed for obtaining a driver's license by any means, or it was proven that the trainer or the examiner was bribed by the trainee, then his/her file shall be permanently canceled.</p> <p>5. The Customer Happiness Department at the Driving Institute/Center shall look into and find solutions to the trainee's complaints once it's submitted, and in the event that a solution to the complaint has not been reached, it shall be referred to the RTA through its website or by calling the contact number 8009090. It shall be resolved according to the laws and procedures approved by the RTA and RTA decision shall be final.</p> <p>6. The trainee shall not be subjected/referred to any formal practical test unless he/she fulfills all the training requirements that qualify him/her for that examination even if he/she has completed all the training hours set for the training course as a minimum.</p> <p>7. The trainee has the right to request a change/replace of the trainer if he/she is not satisfied with his / her treatment, and the Driving Institute/Center must consider the trainee's request within three working days and take the necessary action.</p> <p>8. The Driving Institute/Center shall specify training hours for the trainee according to the training and examination routes in the branch where the examination takes place, if the trainee is registered in one of the Driving Institute/Center's registration offices, before the date of the road test supervised by the RTA.</p> <p>9. The pregnant trainee and those similar to her who suffer from diseases that prevent him / her from driving normally, or driving poses a danger to him / her, shall bear the responsibility in taking the decision to start training. The Driving Institute/Center or the RTA shall not bear any responsibility in this regard. In the event of an accident during training or examination, the Driving Institute/Center's liability is determined according to the terms of the insurance policy.</p> <p>10. In the event of emergency conditions or unfavorable climatic conditions that prevent the provision of training or examination services, the training hours and examinations affected by such circumstances shall be rescheduled.</p> <p>11. The process of the knowledge, yard, and the road tests shall be recorded and documented visually and audibly by the Roads and Transport Authority in order to enhance service quality, training and other purposes.</p> <p>12. This contract is prepared and approved by both parties electronically and does not need to be printed or signed manually. It is made available in both Arabic and English. In the event, there is any difference or inconsistency between the two drafts, the Arabic text shall be approved and prevail over the English language text.</p> <p>13. In the event, any dispute or disagreement arises between the two parties regarding the implementation and interpretation of the terms of this contract, the two parties shall seek to resolve it through an amicable settlement, and in the event that the two parties fail to reach an amicable settlement, it shall be referred to the Dubai Courts.</p> <p>14. This contract is subject to and interpreted in accordance with the with the federal laws, the laws of the Emirate of Dubai, and the decisions issued by the Roads and Transport Authority related to the licensing of drivers.</p>
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